

SOPS index

Where there is any reference to WIS in SOPs, please refer to myJDW

Welcome to the JDW SOPS Manual

KITCHEN

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OF0089	<u>Completing a food line check</u>	V3 – 2020

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OFFICE & BACK OF HOUSE continued

Number	SOP TITLE	VERSION
OF0090	Completing a liquor line check or spot check	V3 – 2020
OF0091	Managing window cleaners	V2 – 2020
OF0092	Reviewing and analysing employee discounts	V4 – 2023
OF0093	Utilising Aztec to highlight potential fraud	V3 – 2017
OF0094	Use of the SECOM Body Worn CCTV Camera	V4 – 2020
OF0100	Dealing with Trinity payments – Door Staff	V4 – 2023
OF0101	Completing a personal license application – DELISTED – See OF0235 – OF0237	V1 – 2017
OF0102	Confidential data management and disposal	V9 – 2024
OF0103	Completing a non-consumable count - DISCONTINUED	V1 – 2013
OF0104	Accessing MyJDW, MyLearning and the MyJDW app	V4 – 2024
OF0107	Correcting a delivery note error	V2 – 2020
OF0108	Creating a stock transfer note	V1 – 2013
OF0109	Creating and acknowledging a non-consumable order and delivery	V1 – 2013
OF0111	Ordering and receipting a BOC delivery	V5 – 2024
OF0112	Receipting a PHS delivery	V5 – 2023
OF0113	ResourceLink – Cancelling a holiday in ResourceLink	V4 – 2022
OF0114	ResourceLink - How to print a timesheet	V2 – 2021
OF0115	ResourceLink – making an hourly paid employee a leaver	V7 – 2024
OF0116	ResourceLink – Holiday Booking Procedures	V4 – 2022
OF0124	Proof of right to work (PORTW) – DELISTED – See OF0210 – OF0215	V2 – 2020
OF0126	Conducting an interview	V7 – 2022
OF0127	ResourceLink - Managing transfer of location for a weekly paid employee	V7 – 2023
OF0128	Identifying and advertising a vacancy	V6 – 2024
OF0129	Screening a candidate	V2 – 2021
OF0130	Raising a new maintenance request	V5 – 2024
OF0131	Logging a contractor arrival and completion of Permit to Work	V5 – 2021
OF0132	Recording a contractor departure from site	V5 – 2021
OF0133	Cancelling a maintenance request	V3 – 2020
OF0134	Receipting Supply Only deliveries	V1 – 2015
OF0135	Adding, reading and responding to WISDOM notes	V3 – 2020
OF0136	Adding attachments on WISDOM	V1 – 2015
OF0137	Managing MIV tasks and orders	V4 – 2020
OF0138	Raising a Supply Only order	V3 – 2020
OF0139	Searching for items on WISDOM	V2 – 2020
OF0140	How to use the Our Pub section of WISDOM	V1 – 2020
OF0141	Managing a suspected disturbance of asbestos	V4 – 2021
OF0142 – OF0159	Site Manager SOPs DISCONTINUED. Refer to mySchedule SOPs	
OF0160	Publishing the rota on MyJDW and the MyJDW App - DISCONTINUED	V2 – 2020
OF0161	ResourceLink - Password reset procedure	V4 – 2024
OF0162	Viewing payslips, P60 and P11D documents in MyView	V4 – 2024
OF0163	Accessing MyView	V5 – 2023
OF0164	Directing Order and Pay orders between dispense screens	V1 – 2017
OF0166	Processing Order and Pay app or QR app refunds	V3 – 2024
OF0167	Managing door charging and cloakrooms	V2 – 2023
OF0168	Queue management	V5 – 2021
OF0169	Maintaining the CCTV system - IDIS network video recorder	V3 – 2022
OF0170	Recording backup CCTV - IDIS Centre	V2 – 2023
OF0172	Trimming 'may-stock' products onto the till	V1 – 2022

Number	SOP TITLE	VERSION
OF0173	Creating fixed liquor stock holding levels on Aztec	V1 – 2018
OF0174	Processing a Shift Leader promotion or demotion on ResourceLink	V3 – 2022
OF0175	Creating and amending table plans on Aztec	V2 – 2023
OF0176	Dealing with a personal injury claim	V2 – 2024
OF0177	Site Manager - Creating employee schedule requirements - DISCONTINUED	V2 – 2019
OF0178	Deleting till user accounts from Aztec	V1 – 2019
OF0179	Dealing with personal information or data	V4 – 2022
OF0180	Use of the Edesix CCTV body camera	V3 – 2020
OF0181	Adding a shift manager, kitchen shift manager, kitchen manager, deputy manager or hotel manager vacancy to Amris	V2 – 2024
OF0182	Setting up an Amris filter	V1 – 2019
OF0184	How to use the Favourite Jobs function on WISDOM	V1 – 2020
OF0185	How to review and manage open jobs on WISDOM	V1 – 2020
OF0186	How to manage quotes or uplifts on WISDOM	V1 – 2020
OF0187	How to use the PPM Dashboard and Annual Schedule on WISDOM	V1 – 2020
OF0188	Use and cleaning of the Odyssey mobile handwash sink	V1 – 2021
OF0191	How to conduct a formal meeting	V3 – 2024
OF0192	How to conduct an employee (non-contact) search	V2 – 2023
OF0193	How to conduct an investigation	V2 – 2022
OF0194	Attending an alarm call out	V5 – 2023
OF0195	The apprenticeship process	V2 – 2023
OF0196	Authorising or rejecting a holiday request in MyView	V4 – 2023
OF0197	Booking a holiday in MyView	V3 – 2023
OF0198	Cancelling a holiday in MyView	V2 – 2023
OF0210	Proof of right to work (PORTW) - UK & ROI birth certificate	V2 – 2023
OF0211	Proof of right to work (PORTW) - UK & ROI passport	V3 – 2023
OF0212	Proof of right to work (PORTW) - Non-UK – DISCONTINUED – refer to SOP – OF0213	V1 – 2021
OF0213	Proof of right to work (PORTW) - Home Office online check	V6 – 2023
OF0214	Proof of right to work (PORTW) - Student visa	V4 – 2023
OF0215	Proof of right to work (PORTW) - Visa expiry process	V2 – 2022
OF0216	Extracting DMLB records from Trail	V1 – 2021
OF0217	Updating personal details in MyView	V3 – 2024
OF0219	Accessing body camera footage	V1 – 2021
OF0220	Changing the pub opening hours on the JDW website	V1 – 2021
OF0221	Ordering and collecting change from a bank	V1 – 2021
OF0222	Dealing with a flexible working request	V2 – 2022
OF0223	Implementing 'Ask for Angela'	V1 – 2021
OF0224	Supporting an employee after an assault, abuse or harassment at work	V1 – 2021
OF0225	Pregnancy and maternity leave	V2 – 2023
OF0226	ResourceLink - Updating bank account details in MyView	V2 – 2023
OF0227	Recruiting an apprentice	V2 – 2024
OF0228	Using the Shift Clock app on the eDMLB tablet	V2 – 2024
OF0229	Site Manager - Schedule management when clocks go forward - DISCONTINUED	V1 – 2022
OF0230	Restricting items on APOS orders	V1 – 2022
OF0231	Creating a pre-shift briefing for the myJDW app	V1 – 2022
OF0233	Veolia waste collection management	V2 – 2024
OF0234	Managing a failure to attend a scheduled formal meeting	V1 – 2022
OF0235	Completing a personal license application (England and Wales)	V5 – 2024
OF0236	Completing a personal license application (Scotland)	V4 – 2024

SOPS index

OFFICE & BACK OF HOUSE continued

Number	SOP TITLE	VERSION
OF0237	Personal license holder Scotland - completing a 5-year refresher and 10-year renewal	V3 – 2023
OF0238	Adding a new starter onto ResourceLink	V4 – 2023
OF0240	myView - Resetting answers to security questions	V1 - 2023
OF0241	Creating a till user account on Aztec	V4 - 2023
OF0243	myView - delegating holiday booking authorisation	V1 - 2023
OF0244	Creating a diary entry and forecast in mySchedule	V2 – 2023
OF0245	Creating employee availability in mySchedule	V4 – 2024
OF0246	Rota management in mySchedule	V3 – 2024
OF0247	Managing notifications in mySchedule	V1 – 2023
OF0248	Managing time off in mySchedule	V3 – 2024
OF0249	Closing the pay period in mySchedule	V3 – 2023
OF0250	Shift swaps and shift offers on MyJDW	V1 – 2023
OF0251	Setting up and using employee verification - DISCONTINUED	V3 – 2023
OF0252	Area manager - Setting a second broadcast radius in mySchedule	V1 – 2023
OF0253	Area manager - Accessing buddy AM pubs in mySchedule	V1 – 2023
OF0254	Area manager - Creating a diary entry in mySchedule	V1 – 2023
OF0255	Operating a pub quiz	V1 – 2023
OF0256	Unblocking a sink	V1 – 2023
OF0257	Registering for training courses via myLearning centre	V1 – 2023
OF0258	Conducting a return to work interview (RTWI)	V2 – 2024
OF0260	Withdrawing from training sessions via myLearning centre	V1 – 2023
OF0261	Use and cleaning of the Pestfix electric fly killer	V1 – 2023
OF0262	Updating the SECOM key-holder list	V1 – 2023
OF0263	Managing on-site accommodation	V1 – 2024
OF0264	Using the Startle system to program marketing screens	V1 – 2023
OF0265	Provision of period products	V1 – 2024
OF0266	Printer toner cartridge recycling	V1 – 2024
OF0267	Requesting a change to a T-bar layout	V1 – 2024
OF0268	How to raise a callout for dispense issues	V2 – 2024
OF0269	Managing dispense contractor visits	V1 – 2024
OF0270	Booking time off via myJDW	V1 – 2024
OF0274	How to establish a new Pubwatch scheme	V1 – 2024
OF0275	Replacing a TV, drop-down screen or projector	V2 – 2024
OF0276	Requesting a dispense or T-bar upgrade	V1 – 2024
OF0277	Requesting an absence flag for an employee on myLearning centre	V1 – 2024
OF0278	Checking and placing a warranty callout for True refrigeration units	V1 – 2024
OF0279	Reupholstering furniture	V1 – 2024

SOPS index

Where there is any reference to WIS in SOPs, please refer to myJDW

Welcome to the JDW SOPS Manual

CLEANERS

SOP-1	How to use a SOP
SOP-2	Symbols and abbreviations

SOP-3	Chemicals
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These SOPS must be used in conjunction with Office, Back of House, Bar & Front of House SOPs

Cleaners must be provided with a black tabard – available via the non-consumables order

Number	SOP TITLE	VERSION
CL0001	Handwash procedures	V4 – 2024
CL0002	Use of disposable cloths	V1 – 2018
CL0003	Dealing with a spillage	V3 – 2022
CL0004	Reducing the risk of slips, trips and falls	V3 – 2020
CL0006	Handling glassware and crockery	V3 – 2020
CL0007	Use and cleaning of mops	V2 – 2020
CL0008	Cleaning the toilets	V5 – 2024
CL0009	Cleaning the customer area	V3 – 2023
CL0010	Cleaning the staff facilities and back of house corridors	V2 – 2020
CL0011	Cleaning the beer garden and pub exterior	V7 – 2023
CL0012	Using jet washers and hoses	V1 – 2018
CL0013	Pub security	V1 – 2018
CL0014	Use of fire extinguishing equipment	V2 – 2024
CL0015	Dealing with damaged furniture	V1 – 2018
CL0017	Use of vacuum cleaners	V1 – 2018
CL0018	Cleaning and use of a real fire	V1 – 2018
CL0019	Gritting in snow and ice	V1 – 2018
CL0021	Use of ladders (working at heights)	V1 – 2018
CL0022	Manual handling – General	V2 – 2023
CL0023	Pest control	V1 – 2018
CL0024	Electrical safety (general)	V1 – 2018
CL0028	Disposal of needles and sharps	V1 – 2018
CL0029	How to maintain a wood floor	V1 – 2018
CL0031	General waste management	V3 – 2023

SOPS index

Where there is any reference to WIS in SOPs, please refer to myJDW

Welcome to the JDW Hotel SOPS Manual

Number	SOP TITLE
HSOP-1	<u>How to use Hotel Standard Operating Procedures (HSOP)</u>
HSOP-2	<u>Symbols & abbreviations</u>

Number	SOP TITLE
SOP-3	<u>Chemicals</u>
N/A	<u>Hotel Standard Operating Procedures (HSOPS)</u>

HSOP – Emergency Response

Number	SOP TITLE	VERSION
ER001	<u>Emergency evacuation of hotels</u>	V7 – 2022
ER002	<u>Using the emergency mobile telephone</u>	V6 – 2023
ER003	<u>Dealing with violence or verbal abuse</u>	V8 – 2022
ER004	<u>Dealing with a loss of services</u>	V7 – 2024
ER006	<u>Dealing with a lift breakdown</u>	V3 – 2020
ER007	<u>Using an Evac mat</u>	V4 – 2020
ER008	<u>Establishing a buddy hotel system</u>	V2 – 2019

Number	SOP TITLE	VERSION
ER009	<u>Relocating guests following an incident</u>	V3 – 2020
ER010	<u>Pest control</u>	V2 – 2020
ER011	<u>Bed bug control</u>	V7 – 2024
ER013	Accident & Incident procedures – DELISTED – See OF0005	V3 – 2020
ER014	<u>Emergency Response Procedures</u>	V5 – 2023
ER015	<u>Completing a Personal Emergency Evacuation Plan (PEEP)</u>	V5 – 2023
ER018	Preserving evidence following a serious crime – DELISTED – See OF0065	V2 – 2020

HSOP – House Keeping

Number	SOP TITLE	VERSION
HK001	<u>Cleaning a bedroom</u>	V15 – 2023
HK002	<u>Cleaning a bathroom</u>	V12 – 2024
HK003	<u>Making a cot or bed</u>	V10 – 2023
HK004	<u>Cleaning communal areas</u>	V5 – 2022
HK005	<u>Use of disposable cloths</u>	V4 – 2024
HK006	Disposal of needles & sharps – DELISTED – See OF0028	V1 – 2013
HK007	Reducing the risk of slips, trips and falls – DELISTED – See OF0004	V1 – 2013
HK008	Dealing with a spillage – DELISTED – See OF0003	V3 – 2020

Number	SOP TITLE	VERSION
HK009	<u>Handwash procedures</u>	V6 – 2024
HK010	<u>Tidying and cleaning the linen store room</u>	V4 – 2022
HK011	Manual handling – DELISTED – See OF0022	V1 – 2013
HK012	<u>Dealing with soiled linen/mattress</u>	V5 – 2021
HK013	<u>Use of the portable steam cleaner</u>	V3 – 2020
HK014	Use of step ladders – working at heights – DELISTED – See OF0021	V1 – 2013
HK015	<u>Managing linen</u>	V8 – 2022
HK016	Handling a roll cage – DELISTED – See OF0041	V2 – 2020
HK017	<u>Use of washing and drying machines</u>	V1 – 2023

HSOP – Managerial

Number	SOP TITLE	VERSION
MG001	<u>Completing weekly financial reconciliation</u>	V2 – 2016
MG002	<u>Managing business accounts</u>	V5 – 2022
MG003	<u>Inducting and training a hotel employee</u>	V4 – 2018
MG004	<u>Recording CCTV to a disc – eVigilo 2000</u>	V1 – 2013

Number	SOP TITLE	VERSION
MG005	<u>Maintaining the CCTV system – eVigilo digital system</u>	V1 – 2014
MG006	<u>Hotel security</u>	V7 – 2024
MG007	<u>Confidential waste collection</u>	V3 – 2020
MG008	<u>How to complete a weekly finance review</u>	V1 – 2024
MG019	Isolation of a guest with Covid-19 - DISCONTINUED	V1 – 2020

SOPS index

Where there is any reference to WIS in SOPs, please refer to myJDW

HSOP – Periodic Checks

Number	SOP TITLE	VERSION
PC001	Daily managers checks	V5 – 2024
PC002	Weekly managers checks	V5 – 2020
PC003	Completing fire alarm and emergency lighting tests – DELISTED – See OF0062	V3 – 2020
PC004	How to complete fire training	V4 – 2020
PC005	How to complete Legionella water checks	V5 – 2023
PC006	Maintaining first aid kits – DELISTED – See OF0008	V2 – 2020
PC007	Checking and use of the fire box – DISCONTINUED	V2 – 2014

Number	SOP TITLE	VERSION
PC008	Checking and use of the fire bag	V8 – 2024
PC009	Turning mattresses	V4 – 2023
PC010	Descaling kettles	V3 – 2021
PC011	Descaling shower heads and bathroom taps	V4 – 2023
PC012	Night safety checks	V6 – 2022
PC013	Gritting in snow and ice – DELISTED – See OF0029	V1 – 2013
PC014	Electrical safety	V1 – 2013

HSOP – Reception Admin

Number	SOP TITLE	VERSION
RA001	Completing start of day routine	V7 – 2024
RA002	Completing end of day routine	V4 – 2020
RA003	General reception duties	V4 – 2020
RA004	Completing a reception shift handover	V6 – 2021
RA005	Printing secure faxes - DISCONTINUED	V2 – 2015
RA006	Processing additional charges	V6 – 2021
RA007	Monitoring loaned equipment	V2 – 2020
RA008	Creating a room booking	V10 – 2023
RA009	Amend or cancel a room booking	V3 – 2018
RA010	Managing RoomLynx	V1 – 2016
RA011	How to create a function room booking	V3 – 2015
RA012	Completing a price override and discounting	V7 – 2024
RA013	Managing Booking.com invoicing	V2 – 2017
RA014	Dealing with lost property	V4 – 2023
RA015	Managing LateRooms invoicing - DISCONTINUED	V1 – 2014

Number	SOP TITLE	VERSION
RA016	Checking in a guest	V15 – 2024
RA016a	Checking in a guest at the bar	V2 – 2024
RA017	Checking out a guest – staffed reception	V6 – 2023
RA017a	Checking out a guest – unstaffed reception	V6 – 2023
RA018	How to program a Kaba key card	V4 – 2023
RA019	Dealing with a RoomLynx warning	V1 – 2017
RA020	Changing the code on a digisafe	V1 – 2014
RA021	Managing room rates using Central Rate System (CRS) - DISCONTINUED	V3 – 2022
RA022	How to program Kaba door locks	V1 – 2021
RA023	Dealing with left luggage	V2 – 2021
RA024	Use of the hotel electronic room safe	V1 – 2021
RA025	Prevention of child sexual exploitation (CSE)	V2 – 2024
RA026	Dealing with serious injury or illness, deaths and vulnerable guests	V3 – 2024
RA027	How to repair or return a Kaba door lock	V1 – 2022
RA028	Dealing with a PDQ machine (PED) failure	V3 – 2024
RA029	Use of the Deafgard	V1 – 2023

HSOP – Maintenance

Number	SOP TITLE	VERSION
MA001	Maintenance tools, materials and chemicals	V1 – 2024
MA002	Painting and decorating	V2 – 2023
MA003	Hotel bathroom maintenance	V1 – 2023